



# AppleCare Protection Plan

## Features

### Comprehensive

- Provides online resources, telephone support, and hardware repairs for a total of three years, beginning the day you purchase your Apple hardware product (including the one-year limited warranty)
- Includes a CD of powerful diagnostic tools
- Covers both hardware and system software

### Backed by Apple

- Provides repairs by certified Apple technicians
- Uses genuine Apple parts

### Convenient

- Offers a toll-free telephone number for support
- Connects you to an Apple representative who will walk you through to a solution

Now you can get peace of mind about your Apple system with the AppleCare Protection Plan. This comprehensive plan provides a total of three years of service and support for one economical price, and includes web-based support resources, powerful diagnostic tools, telephone support, and Apple-certified repairs.<sup>1</sup>

With your AppleCare Protection Plan purchase, you'll get easy access to extensive online information to help you keep your system running smoothly.

You'll also receive a CD containing TechTool Deluxe software from Micromat. This versatile product tests the major components of your Apple system, including processors, RAM, and hard drives. It also checks your software and can help you diagnose and fix many software conflicts yourself.

During the plan's term, you'll get direct telephone access to Apple's own Technical Support group, the people who know your Apple system best. They'll assist you with both hardware and operating system difficulties, walking you through to a solution.

If repairs are needed, the AppleCare Protection Plan ensures that they'll be performed by certified Apple technicians using genuine Apple parts. The plan covers all repair costs due to defects in materials and workmanship, including replacement parts and labor charges. This makes it an excellent choice for individuals who want protection from unexpected repair costs, and for businesses or institutions that want to control their computer maintenance budgets. In fact, given that a single repair can cost significantly more than the whole three years of the AppleCare Protection Plan, the repair coverage alone can make your investment worthwhile.

The AppleCare Protection Plan is available for the following Apple products:

- iMac computers
- iBook computers
- PowerBook computers
- Power Mac G3 and G4 computers (including the Power Mac G4 Cube)
- Macintosh Server G3 and G4 computers
- Apple displays purchased at the same time and location with a compatible Power Mac G3 or G4 or Macintosh Server G3 or G4 system

The AppleCare Protection Plan can be purchased only while your computer is still under its original one-year warranty, so sign up today and get a total of three years (from the date of your Apple hardware purchase) of peace of mind for your Apple system.



## Specification Sheet

### AppleCare Protection Plan

#### Features

#### Benefits

##### Web-based support resources



|                                |  |
|--------------------------------|--|
| Technical Information Library  | <ul style="list-style-type: none"><li>Provides comprehensive information about technical issues with Apple products—including new solutions and usage tips directly from Apple experts</li></ul> |
| Software updates               | <ul style="list-style-type: none"><li>Gives you access to free downloadable Apple software updates for software provided with your original system</li></ul>                                     |
| Product manuals                | <ul style="list-style-type: none"><li>Offers valuable tips on using your computer properly and effectively</li></ul>   |
| Tech Exchange discussion board | <ul style="list-style-type: none"><li>Lets you join online discussions with other Apple product owners</li></ul>   |

##### Powerful self-help tools



|   |   |
|---|---|
| TechTool Deluxe diagnostic CD from Micromat | <ul style="list-style-type: none"><li>Helps you easily resolve issues on your own, without depending on others</li></ul>                                  |
| Mac OS diagnostics                          | <ul style="list-style-type: none"><li>Quickly and effectively tracks down software conflicts, which are a major source of computer difficulties</li></ul> |
| Apple hardware diagnostics                  | <ul style="list-style-type: none"><li>Tests your system's processors, RAM, hard drives, and other major components</li></ul>                              |

##### Direct access to Apple technical experts



|  |  |
|--|--|
| Telephone support seven days a week, from 8 a.m. to 8 p.m. central time                        | <ul style="list-style-type: none"><li>Gives you personal assistance from Apple Technical Support personnel trained to diagnose and solve problems over the phone</li></ul> |
| Assistance with installation, launch, recovery, and basic use of Apple hardware and the Mac OS | <ul style="list-style-type: none"><li>Provides a "one-stop" solution for both hardware and operating system support; no need to call two different sources</li></ul>       |

##### Apple-certified repairs with genuine Apple parts



|   |   |
|---|---|
| Total of three years of comprehensive service and support, starting the day you purchase the Apple hardware product | <ul style="list-style-type: none"><li>Lets you enjoy your system with the confidence that Apple will help you keep it running smoothly</li></ul>  |
| Flexible repair options <sup>1</sup>  | <ul style="list-style-type: none"><li>Meets your needs for timely and effective repairs</li></ul>   |
| Coverage throughout the United States and Canada from 3,500 Apple Authorized Service Providers <sup>2</sup>         | <ul style="list-style-type: none"><li>Makes it highly likely that your system can be repaired near your location</li></ul>  |
| Repairs by certified Apple technicians  | <ul style="list-style-type: none"><li>Provides all the advantages of Apple's experience, knowledge, and certification when your system is serviced</li></ul>  |
| Genuine Apple parts   | <ul style="list-style-type: none"><li>Gives you peace of mind that only high-quality parts will be used for hardware repairs</li></ul>  |
| Coverage for both parts and labor   | <ul style="list-style-type: none"><li>Eliminates worries about potential repair expenses (a single out-of-warranty repair could cost more than you pay for a total of three years of coverage with the AppleCare Protection Plan)</li></ul> |



## Specification Sheet

### AppleCare Protection Plan

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## Ordering Information

Individuals and businesses<sup>2</sup> can purchase the AppleCare Protection Plan through any of the following channels:

- The Apple Store. Visit [www.apple.com/store](http://www.apple.com/store) in the United States or [www.apple.com/canadastore](http://www.apple.com/canadastore) in Canada.
- AppleCare ordering hotline. Call 888-APL-VALU (888-275-8258) in the United States or 800-263-3394 in Canada.
- An Apple Authorized Reseller. To find a reseller in your area, call 800-538-9696 or visit [www.buy.apple.com](http://www.buy.apple.com) in the United States; call 800-665-2775 or visit [www.buy.apple.com/enlocator.html](http://www.buy.apple.com/enlocator.html) in Canada.

Educators<sup>2</sup> can purchase the AppleCare Protection Plan directly from the Apple hardware price list, from the Apple Store at the addresses listed above, or by calling 800-800-APPL (800-800-2775) in the United States or Canada.

## Order numbers

| Product covered  | Order no. |
|--|-----------|
| Power Mac G3 or G4 or Macintosh Server G3 or G4, including Apple display | M7811LL/B |
| iMac   | M7812LL/B |
| iBook  | M8094LL/A |
| PowerBook  | M8109LL/A |

## Additional AppleCare Support Options

Apple offers a comprehensive selection of hardware and software support options for Apple products:

- AppleCare SupportLine
- AppleCare Professional Support Tools
- AppleCare Professional SupportLine & Tools
- AppleCare Professional SupportLine
- AppleCare Technician Training

Visit the AppleCare Support Products website at [www.apple.com/support/products](http://www.apple.com/support/products) in the United States and Canada.

## For More Information

For more information about Apple support options, please visit [www.apple.com/support](http://www.apple.com/support) in the United States or [www.apple.com/ca/support](http://www.apple.com/ca/support) in Canada.

<sup>1</sup> Repair service may include onsite, carry-in, and express courier service; specific option availability depends on product type and location of Apple Authorized Service Provider.

<sup>2</sup> Owners may obtain service under the AppleCare Protection Plan anywhere in the United States and Canada. (Note, however, that the AppleCare Protection Plan cannot be sold to consumers residing in Florida. "Consumers" are persons who do not use their computers to generate income.)

The AppleCare Protection Plan covers the Apple computer system listed on the front of the plan's package. It is valid in the United States and Canada. You must purchase a separate package for each system you want covered. To be eligible for coverage with a computer, an Apple display must be purchased at the same time as the Power Mac G3 or G4 or Macintosh Server G3 or G4 system with which it is used. The plan covers the Apple keyboard and mouse when they are purchased with a covered system. An AirPort Base Station and AirPort Card are included in the coverage of the system with which they are used. The plan is subject to terms and conditions, which are provided on the AppleCare website at [www.apple.com/support/products/proplan.html](http://www.apple.com/support/products/proplan.html) in the United States or [www.apple.com/ca/support](http://www.apple.com/ca/support) in Canada.

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